

Thornfield House Care Home Service

9/10 Thornfield Avenue
Selkirk
TD7 4DT

Telephone: 01750 22808

Type of inspection:
Unannounced

Completed on:
7 May 2025

Service provided by:
Mr Jim and Mrs Vivien Armstrong a
Partnership

Service provider number:
SP2005950458

Service no:
CS2005104373

About the service

Thornfield House is a privately owned care home for older people situated in a quiet residential area near to the centre of Selkirk in the Scottish Borders. The service provides residential care and is registered for 25 residents.

Accommodation is provided on two floors of a converted, large, late Victorian house. The communal rooms for sitting and dining are on the ground floor. Bathroom and toilet facilities are on both floors.

First floor bedrooms are accessed via the stairs, a stair lift, or a passenger lift. There is a separate kitchen on the ground floor and small laundry facilities on the first floor.

There is on and off street parking to the front of the building and a pleasant, enclosed garden area to the rear.

On the day of inspection there were 22 people living in Thornfield House care home.

About the inspection

This was an unannounced inspection of the service which took place on 28 April and 1 May 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with people using the service as well as feedback from relatives. We also spoke with management and staff, observed practice and daily life as well as reviewed a wide range of documents.

Key messages

- Staff were knowledgeable about peoples care needs and preferences, this resulted in people feeling confident in their care.
- There were good working relationships between management and staff.
- People benefitted from staffing levels that supported their care needs.
- Care was delivered with dignity and respect.
- Peoples health was effectively monitored and escalated to other health professionals when needed.
- Staff demonstrated genuine warmth and caring attitudes when supporting people.
- People living in Thornfield House and their families were happy with the care and support delivered.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where strengths impacted positively on outcomes for people and outweighed areas for improvement.

People experienced care and support with compassion because there was warm, encouraging positive relationships between staff and people living in the home. Staff were very knowledgeable about those in their care and how to meet their needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

There was good clinical oversight of people's health needs. They benefitted from regular healthcare assessments, access to community healthcare and treatment from competent trained practitioners, including prevention and early detection interventions. One healthcare professional who works closely with the service stated "the home has a good oversight and escalate to relevant professionals as required."

Residents were presented well and it was clear personal care was delivered. This was documented and evidenced well though some gaps were found in the evidencing of dental hygiene. All staff have been trained regarding dental hygiene. After a discussion with the manager a new daily audit is now in place for management to carry out to ensure all the documentation is in place. An area for improvement regarding dental hygiene has been made to ensure this is sustained.

Activities were ongoing, the home offered a range of events and activities. External entertainers were booked in and staff were very involved in spending time with those they support and having meaningful interactions. The home linked in to the local community for further stimulation to promote wellbeing.

Medication administration is provided via paper medication administration record. A medication audit was carried out by management to ensure any medication errors had been acted upon as well as stock control and storage of the medication. The audits showed some gaps and a lack of oversight. The manager was very proactive and a more robust medication management system is already in place. An area for improvement regarding medications has been made to ensure this is sustained.

Staff demonstrated a good knowledge of people's needs, through detailed agreed personal plans and support guidance which was current and reflected people's health and wellbeing needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.

People benefitted from access to tasty, varied and well balanced meals. The cook was familiar with the current dietary needs of each person. Staff encouraged and enabled people to eat their meals independently with the right level of support where needed. Support was offered in a respectful and dignified manner. Peoples wellbeing benefitted from an approach that enabled a healthy attitude to food and drink.

Feedback from those residing in Thornfield House and their relatives was good. One relative told us "the staff are genuinely caring people who love what they do and give great individual attention".

Areas for improvement

1. To ensure that medication is managed in a manner that protects the health and wellbeing of service users. The manager should:

- Ensure that medicines are administered as instructed by the prescriber;
- Demonstrate that staff follow policy and best practice about medication administration records and documentation;
- Ensure that staff receive training and refresher training appropriate to the work they perform;
- Ensure that managers are involved in the audit of medication records.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS4.11).

"I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

2. To ensure that people's dental hygiene needs are fully met as agreed in their personal plan, the manager should ensure:

- all documentation relating to dental hygiene is accurately recorded.
- information within the personal plan is accurate and reflects changing individual care needs
- staff practice fully reflects the care as written in the personal plan.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 1.19).

"I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how those supported positive outcomes for people, therefore we evaluated this key question as very good.

The staff team were well established and worked well together. There was respectful communication within the team which created a warm atmosphere because of good working relationships. People supported received care from staff who knew them well and who had built up caring relationships with them. The staff appeared motivated and very good feedback was received from those they supported.

Through our observations of staff practice, we concluded that they were well-meaning in their actions and clearly wanted to take care of people. It was evident that the staff members were an asset to the service, contributing significantly to its effectiveness. One Health Professional stated "Thornfield is a lovely home to visit, staff always know the little details about the residents, the interactions are genuine and you can see they really care."

People benefitted from safe recruitment and induction which reflected positive outcomes for people experiencing care. All Staff had access to a range of training, which is delivered both face to face or online. The manager used a collaborative approach to gain access to training with external agencies such as the Care Home Support Team. This ensured that all staff had access to relevant training to meet the ongoing care and support needs of those they supported. A training matrix was monitored by the manager to ensure staff training was up to date and reflected best practice.

Staff expressed the management team were knowledgeable and supportive of their work. They demonstrated an understanding of the nature and challenges associated with supporting individuals they care for. Additionally, they described managers as open and approachable, fostering a supportive and collaborative work environment.

Staff arrangements were informed by assessments of people's needs. These were updated using the provider's dependency tool. During our inspection, staffing levels appeared to provide staff with adequate time to provide staff enough time to offer compassionate care and support.

Staff were all registered with relevant professional bodies and had an understanding of their responsibilities.

How good is our setting?

4 - Good

We evaluated this key question as good where strengths impacted positively on outcomes for people and outweighed areas for improvement

Thornfield is homely and reflects the age of those residing in the home. It offers a lovely garden designed for accessibility, safety and stimulation where people could relax outdoors or join in the gardening activities such as potting and planting. Raised beds were in place to facilitate this.

There has been further refurbishment from the last inspection and more improvements planned.

The home had a relaxed and welcoming atmosphere and people could choose to sit in a communal living area or enjoy their own company in their own room. A health Professional who visits Thornfield House regularly stated "I find the home warm, homely and clean"

Bedrooms were clean and tidy and people had personal items in their rooms again making it feel homely and familiar.

Management are aware of the current issues regarding the laundry and are addressing this. A new system is now in place

Maintenance of the environment and equipment was well organised, checks completed in line with requirements.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people can be confident they are supported by staff who have been appropriately recruited the recruitment journey should be effectively processed and tracked to evidence safe recruitment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I have confidence in people because they are trained, competent and skilled and able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

This also follows the Scottish Government's guidance: Safer recruitment through better recruitment September 2023. https://www.careinspectorate.com/images/documents/Safer_recruitment_guidance_2023.pdf

This area for improvement was made on 14 May 2024.

Action taken since then

The evidence was in place to support staff recruitment is now taking place.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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